



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Durable Medical Equipment and Supplies providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the Durable Medical Equipment and Supplies Provider Manual

MEMO: Update

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: November 19, 2007

SUBJECT: Update to Second Edition of the Durable Medical Equipment and Supplies Provider Manual

The purpose of this memorandum is to highlight changes the Department of Medical Assistance Services (DMAS) made to several sections of Appendix B in the "Durable Medical Equipment and Supplies Listing" of the Durable Medical Equipment and Supplies Manual. The changes are based on notification from the Centers for Medicare and Medicaid Services (CMS) that several Healthcare Common Procedural Coding System (HCPCS) codes are being added and/or discontinued or have had updates to pricing. See the bottom of each section for comments on changes to that section.

In the past, the Orthotics section of the Appendix B had only a HCPCS range for codes. The Orthotics section is now set up like all other sections of the Appendix B. All codes in the section require preauthorization.

If providers are unsure of the appropriate code to use for a particular item, one resource is the Palmetto GBA site, which is designed to help providers with DME coding. Providers can search by different criteria and also by brand name. The website can be accessed at <http://www3.palmettogba.com/dmecs/do/search>.

Please note: Appendix B of the Durable Medical Equipment (DME) and Supplies Provider Manual has been updated and is now available on the DMAS website (www.dmas.virginia.gov), or you may contact Commonwealth-Martin to receive a copy of the updated Appendix B.

E1399s

The following is additional information for providers regarding E1399 codes. If a provider needs to use an E1399, the provider will take their price/provider cost and provide this information to the preauthorization contractor. The preauthorization contractor will take the cost of the individual item and mark it up by 30% to get the providers reimbursement rate. Providers should not inflate the rate by 30%.

Example: A provider has to have a special piece of equipment added to a stander, additional supports, one for each side. The provider's cost is \$87.50 for each piece per side. When the provider submits for preauthorization the provider will submit E1399, 2 units, a description of the items (Lateral support for stander, per side), the invoice, CMN documentation, and justification. The provider should provide the preauthorization contractor with an invoice that shows the provider cost. If the PA request is approved, a PA number will be issued. The PA number will include the HCPCS code approval, the dates of services approved, the units

approved, and the total reimbursement amount. The total reimbursement amount is determined by the invoice amount for the item submitted to the preauthorization contractor, plus a 30% mark up.

If all E1399 lines are approved, the system will roll up all approved E1399 lines into to one line at the bottom of the authorization. The roll up line will be a total of units and reimbursement for all lines approved. For example, if the provider submits preauthorization for two different E1399 lines, one for 2 units for the lateral supports and another line for 1 unit for a safety belt. The roll up line will show E1399 for 3 units for the total amount approved.

COMMUNICATION TO DME PROVIDERS

DMAS has designed an email address specifically for providers to email questions about DME to DMAS (dme@dmavirginia.gov). These questions should pertain to policies, codes, or rates and should not pertain to preauthorizations, as these questions should continue to be directed to the preauthorization contractor, KePRO: <http://dmavirginia.kepro.org>. See Appendix D of the Medicaid Durable Medical Equipment and Supplies Manual for more information regarding preauthorization.

To subscribe to this email address, send an email to dme@dmavirginia.gov. On the subject line of the e-mail form, type, "subscribe" (without the quotes). This is an automated system. If you put anything else on the subject line, you will not be added to the list. Please include "recipient", "provider", or "other", which ever best describes you, in the body of your e-mail. To unsubscribe, send an email to DMAS dme@dmavirginia.gov. On the subject line of the email form, type, "unsubscribe" (without the quotes).

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmvirginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

804-786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attached Number of Pages: (1)

DURABLE MEDICAL EQUIPMENT AND SUPPLIES MANUAL
REVISION CHART
November 19, 2007

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix B	Orthotics	Entire Section	Entire Section	11/19/07
Appendix B	Traction Equipment	Entire Section	Entire Section	11/19/07
Appendix B	Apnea, Respiratory, Oxygen and Vents	Entire Section	Entire Section	11/19/07
Appendix B	I.V. Service Day Rate, Stands, Needles and Supplies	Entire Section	Entire Section	11/19/07
Appendix B	Feeding Pumps, Nutritional Supplements, Feeding Kits and Tubes Section	Entire Section	Entire Section	11/19/07
Appendix B	Miscellaneous Durable and Expendable Supplies	Entire Section	New Section	11/19/07
Appendix B	Bed, Mattresses and Accessories	Entire Section	Entire Section	11/19/07
Appendix B	Canes, Crutches and Walkers	Entire Section	Entire Section	11/19/07
Appendix B	Bandages, Dressings, Gauze and Tape	Entire Section	Entire Section	11/19/07

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix B	Orthotics	Entire New Section	
Appendix B	Traction Equipment	Entire New Section	
Appendix B	Apnea, Respiratory, Oxygen and Vents	Entire New Section	
Appendix B	I.V. Service Day Rate, Stands, Needles and Supplies	Entire New Section	
Appendix B	Feeding Pumps, Nutritional Supplements, Feeding Kits and Tubes Section	Entire New Section	
Appendix B	Miscellaneous Durable and Expendable Supplies	NEW SECTION – EPSDT Only	New Section
Appendix B	Bed, Mattresses and Accessories	Entire New Section	
Appendix B	Canes, Crutches and Walkers	Entire New Section	
Appendix B	Bandages, Dressings, Gauze and Tape	Entire New Section	